



South Eastman Health/Santé Sud-Est Inc.

FRENCH LANGUAGE

SERVICES PLAN

2006 – 2011

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INTRODUCTION

The French Language Services Regulation (46/98) of the Regional Health Authorities Act (C.C.S.M. c. R34) requires that designated Regional Health Authorities in the province of Manitoba develop French Language Services Plans. In keeping with this requirement, South Eastman Health/Santé Sud-Est Inc. presents its French Language Services Plan for 2006 to 2011. This plan outlines the strategies and means by which the RHA will ensure that health services are accessible in French in the South Eastman region.

The RHA's French Language Services Plan was developed based on the South Eastman Health/Santé Sud-Est Strategic Plan 2006-2011 and in accordance with the French Language Services policy of the Government of Manitoba. The purpose of this provincial policy is to allow the French-speaking community and the institutions serving it to access comparable government services in the English and French languages. This plan will become part of the RHA's overall annual operational plan.

In keeping with the spirit of the policy, the RHA will continually endeavour to create an organizational culture where employee and client interaction in French is an integral part of every day practice. This includes creating a seamless regional integrated approach to improving access to health services in French. The RHA also embraces a principle of collaboration with the *Conseil communauté en santé*, the *Table de concertation régionale Sud-Est*, and the French Language Services Secretariat to reach the objectives of this plan.

In South Eastman, the provision of French language health services is a high priority. Provincial legislation and policy have been passed to guide the RHA in providing health services in French to the French-speaking population.

The RHA recognizes that the implementation of this plan is a process that will be achieved over the five year period of the Plan.

SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC.

VISION

Partnering with community to optimize health

MISSION

To ensure the best health for the people of the South Eastman region through consultation, evidence-based decisions and innovation

VALUES

Integrity

Responsiveness

Respect

Accountability

Proactivity

Excellence

SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. BOARD ENDS

The Board of South Eastman Health/Santé Sud-Est Inc. has developed a series of Ends Statements which are consistently being revised and updated. These were last revised in 2005. The RHA bases its decisions and planning according to Ends Statements approved by the Board, which consist of the following:

South Eastman Health/Santé Sud-Est Inc. ensures that residents have optimal physical and mental health at a reasonable cost. *

Ends Statements are in order of priority.

- 1.1 Residents have access to a full range of quality health care services.
 - 1.1.1 Residents are well informed of the health services provided in the region.
 - 1.1.2 Residents have access to primary services.
 - 1.1.3 Residents have access to select secondary services within the region.
 - 1.1.4 Residents have access to secondary and tertiary services not available in the region.
- 1.2 Residents have equal opportunities to realize their full potential for health, are supported by healthy families and healthy communities, and make educated decisions and choices about healthy lifestyles.
 - 1.2.1 Residents have a good knowledge of healthy living practices.
 - 1.2.2 Residents do not suffer or die from preventable causes.
 - 1.2.3 Residents do not contract communicable diseases.
- 1.3 Vulnerable population groups are identified and have their specific needs met.
- 1.4 Residents have adequate supports throughout the different stages of life.
- 1.5 Residents have housing, jobs, education and safe communities.

* The French Language Services working group asks that the Board consider adding "in both official languages" to this statement at the next review of Board Ends.

SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. REGIONAL PROFILE

South Eastman Health/Santé Sud-Est Inc. is a rapidly growing bilingual rural Regional Health Authority (RHA) with a relatively young population. The region covers an area of approximately 10,000 square kilometers, encompassing 13 municipalities, one small First Nations community, and unorganized territory. The RHA has the responsibility for the planning, coordinating, and delivery of the full continuum of health services to approximately 58,600 residents in a multicultural region of rural Manitoba. For health planning purposes, the region is divided into four districts: Western, Northern, Central, and Southern (see Appendix A – Map of South Eastman Region).

In the South Eastman region, Ste. Anne Hospital and DeSalaberry District Health Centre are designated bilingual facilities. Furthermore, a percentage of positions in corporate services and regional programs are designated bilingual to ensure an adequate number of bilingual employees can provide services in both official languages.

South Eastman Health/Santé Sud-Est Inc. owns and operates the region's four hospitals, located in Steinbach, Vita, St. Pierre-Jolys, and Ste. Anne. In total, the region has 104 acute care beds and 20 extended treatment beds. South Eastman has two primary health care centres, located in Sprague and Niverville.

There are seven personal care homes in South Eastman, accommodating 334 residents. Three facilities are associated with regional hospitals, in Steinbach, Vita, and St. Pierre-Jolys. Repos Jolys in St. Pierre-Jolys is a designated bilingual facility. Three additional facilities, in Ste. Anne, Steinbach, and Grunthal, are not-for-profit, faith-based institutions, while the personal care home in St. Adolphe is privately operated. The Villa Youville in Ste. Anne is a francophone facility.

The two official languages are significantly important in South Eastman. While English is the predominant language, French is spoken widely in the region, especially in its Western and Northern districts. Other languages are also spoken, including Ukrainian and German, especially in the region's Central and Southern districts.

Source: *Community Health Assessment 2003-2004*

PROFILE OF THE FRENCH-SPEAKING POPULATION

In 2004, South Eastman's population numbered 58,600, representing approximately 5% of the Manitoba population and 11% of the rural Manitoba population. Based on the 2004 Community Health Assessment, in South Eastman, 14.6% of residents identify French as a home language. South Eastman's proportion of residents using the French language at home rises to 22% in the Northern District and 31% in the Western District.

Measure		Region					
		Manitoba		Winnipeg		South Eastman	
		N	% total pop.	N	% total pop.	N	% total pop.
Population by mother tongue: the first language learned at home in childhood and still understood by the individual at the time of the census	French	44335	4.0%	25160	4.1%	7575	14.2%
	English and French	2670	0.2%	1700	0.3%	395	0.7%
	French and non-official language	435	0.04%	320	0.05%	10	0.02%
	English, French and non-official language	115	0.01%	70	0.01%	0	0
	<i>TOTAL</i>	47555	4.3%	27250	4.5%	7980	15.0%
Population by home language: the language spoken most often or on a regular basis at home by the individual at the time of the census	French	8965	0.8%	4715	0.8%	2220	4.2%
	English and French	28320	2.6%	16605	2.7%	5390	10.1%
	French and non-official language	525	0.05%	435	0.07%	20	0.04%
	English, French and non-official language	1985	0.2%	1435	0.2%	115	0.2%
	<i>TOTAL</i>	39795	3.6%	23190	3.8%	7745	14.6%

Based on data from Canada Census 2001, the following tables compare the proportions and distributions of Francophones for Manitoba overall and for all its regions.

Proportion of Francophones in the Manitoba regions, 2001	Manitoba	Southeast	South Central	Southwest	North Central	Winnipeg	Interlake	Parkland	North
Mother tongue – cumulative responses	4.3%	10.7%	4.5%	2.0%	6.4%	4.5%	2.0%	3.0%	1.0%
Home language (used most often) – cumulative responses	2.0%	6.6%	2.7%	0.5%	3.9%	1.9%	0.4%	0.9%	0.2%
Home language (used most often or regularly) – cumulative responses	3.6%	9.6%	3.9%	1.3%	5.5%	3.8%	1.3%	1.8%	0.8%
First official language spoken – cumulative responses	4.0%	10.1%	4.4%	1.7%	6.0%	4.2%	1.7%	2.6%	0.9%
Distribution of Francophones across Manitoba regions, 2001	Manitoba	Southeast	South Central	Southwest	North Central	Winnipeg	Interlake	Parkland	North
Mother tongue – cumulative responses	100%	19.3%	4.9%	4.2%	6.3%	57.3%	3.4%	2.7%	1.7%
Home language (used most often) – cumulative responses	100%	25.6%	6.3%	2.5%	8.1%	53.4%	1.6%	1.7%	0.8%
Home language (used most often or regularly) – cumulative responses	100%	20.8%	5.0%	3.4%	6.4%	58.2%	2.5%	2.0%	1.7%
First official language spoken – cumulative responses	100%	19.6%	5.1%	3.8%	6.3%	57.7%	3.1%	2.5%	1.6%

Source: Official Languages Support Programs Branch, Canadian Heritage, January 2006. Based on 2001 Census of Canada, Statistics Canada, 20% sample.

Canada Census - Official Languages Terminology

Mother tongue: the first language learned at home in childhood and still understood

Cumulative responses: all of those that mentioned the language

Home language: the language spoken most often at home

First official language spoken: a derived language indicator based on responses to Census questions on knowledge of official languages, mother tongue and home language

Anglophone: an individual whose first official language spoken is English

Francophone: an individual whose first official language spoken is French

In South Eastman, there are six francophone schools in the *Division scolaire franco-manitobaine*, five immersion schools in the Seine River School Division, and three immersion schools in the Red River Valley School Division providing residents with access to an education in French or in French and English.

Using 2005-06 statistics from the *Bureau de l'éducation française*, the following provides data on the number of students learning French in Manitoba.

Proportion of enrolments, Manitoba, 2005-06	Total	Percentage
Total provincial enrolments in the <i>Français</i> (FL1) program	5,254	2.63%
Total provincial enrolments in the French Immersion (FL2-I) program	17,618	8.83%
Total provincial enrolments in Basic French and related courses (FL2-B) <i>Note: This includes one sole French course within the English program. Students acquire an appreciation for French, but do not receive adequate education to use French fluently.</i>	176,630	88.53%
Grand total of enrolments in various programs (Manitoba)	199,502	100%

Approximately 11% of students will acquire a sound knowledge of the French language through the *Français* and French Immersion programs. They will have the ability to use the French language fluently.

DEFINITIONS

Active Offer

The set of measures taken to ensure that French Language Services are readily available, publicized, easily accessible and that the quality of these services is comparable to that of services offered in English.

Bilingual (Employee)

An individual with the ability to communicate proficiently in both official languages (having sound knowledge and command of English and French).

Bilingualism Required

The requirement to be able to communicate in both official languages, as determined by the linguistic proficiency level stated in the job posting, and which is a *bona fide* occupational requirement for designated bilingual positions.

Designated Bilingual Health Facilities

Facilities where all positions are designated bilingual providing the local population, be it Anglophone or Francophone, with the advantage of services in both official languages.

Designated Bilingual Position

A position that must be filled by an individual who speaks both official languages and who is able to adequately deliver comparable service in both official languages, in accordance with the requirements of the French Language Services Policy, the active offer concept and the South Eastman Health/Santé Sud-Est Inc. French Language Services Plan.

Designated Francophone Facility

Villa Youville Inc. is the only designated francophone facility under the jurisdiction of South Eastman Health/Santé Sud-Est Inc. and operates according to its own set of guidelines and policies with respect to the delivery of French language services.

French Language Services Coordinator

An RHA employee with particular and specific responsibilities under the French Language Services Policy and policy guidelines for the overall implementation of French Language Services.

Linguistic Profile

Description of levels of proficiency required in each official language for a designated bilingual position, in each of the four skills: oral expression (speaking), aural comprehension (listening), written expression (writing), and reading comprehension (reading) – as approved and implemented by CCS-Resource Unit guidelines.

Service Delivery Points

Locations where RHA services are provided, including but not limited to RHA facilities, community services offices or the client's home or workplace.

STATEMENT OF LANGUAGE POLICY

BACKGROUND

The Regional Health Authority - South Eastman Health/Santé Sud-Est Inc. - undertakes to provide health care services in French to its French-speaking population in accordance with the Government of Manitoba's French Language Services Policy, and Regulation 46/98 of the Regional Health Authorities Act (C.C.S.M. c R34) (See Appendix B – Map of Designated Areas under the Government of Manitoba's FLS Policy).

In May of 1998, Mr. Justice Richard Chartier produced the document *"Above All Common Sense/Avant toute chose, le bon sens"* which identified the need for completely bilingual service centres and partially bilingual centres. Subsequently, in March of 1999, the Manitoba Government revised the French Language Services Policy to reflect the recommendations outlined in the Chartier Report.

South Eastman Health/Santé Sud-Est Inc.'s French Language Services Policy Principles were passed by the Board of Directors on August 27, 1998. They are as follows:

1. The Regional Health Authority will adhere fully to the requirements of the Government of Manitoba French Language Services Policy.
2. The Regional Health Authority accepts the Active Offer concept and will use this approach in developing the French Language Services Plan in the region.
3. The French Languages Services Plan in place when the RHA was formed is accepted by the RHA Board and will form the foundation on which the French Language Services Plan in the region will be developed.
4. Additions and changes to the current French Language Services Plan will recognize the local nature of French Language Services and will reflect the need for French Language Services in the evolving approach to selected regional services.

On January 28, 1999 the Board of Directors approved its first French Language Services Plan and subsequently submitted it to the Minister responsible for French Language Services.

In November, 2000, South Eastman Health/Santé Sud-Est Inc. received a letter from the Minister of Health and the Minister responsible for French Language Services asking the RHA to "revise its proposed plan, with the collaboration of the FLS team... A revised version should include the concept of completely bilingual offices and facilities as envisaged in the Chartier Report."

South Eastman Health/Santé Sud-Est Inc. revised the document which was approved by its Board of Directors on March 22, 2001. In September 2001, the RHA received a letter signed jointly by the Minister of Health and the Minister Responsible for French Language Services approving the French Language Services Plan, which also requested "that the regional objectives listed on page seven of the document be reviewed regularly with the French Language Services Secretariat as to their impact on the other objectives stated in the French Language Services Plan."

In 2005-2006, the RHA reviewed and updated its French Language Services Plan in close collaboration with the French Language Services Secretariat and the *Table de concertation régionale Sud-Est*. This Plan provides strategies for the implementation of French language services from 2006-2011.

The RHA Board of Directors approved this plan on February 23, 2006.

GUIDING PRINCIPLES

The following principles, developed in close collaboration with the French Language Services Secretariat and the Table de concertation régionale Sud-Est in 2005, will guide the RHA in its implementation of French Language Services based on the Active Offer concept.

1. The French Language Services Policy of the Government of Manitoba shall be the basis for all decisions and actions.
2. The Regional Health Authority shall provide its French-language services in a proactive manner. To this end, South Eastman Health/Santé Sud-Est Inc. shall ensure that:
 - ♦ Services in French are evident, readily available, and easily accessible to the general public, and are comparable to those provided in English;
 - ♦ Administrative policies, contracts for services from outside agencies, and the setup or reorganization of programs and services take into account the requirement that French-language services be actively provided.
3. French language services and the Active Offer concept shall be supported by management, who will play a critical role in creating an ambiance, culture and milieu where employee and client interaction occurs in French.
4. The French Language Services Coordinator shall play a role of leadership and liaison to ensure as well as promote appropriate and consistent implementation of the active offer of French language services, and shall be assisted by members of the Regional Management Team.
5. The RHA shall deliver on-going education to employees to encourage their commitment to the Active Offer concept.
6. The RHA shall make the public aware of its commitment to the active offer of French language services (promotional activities, articles, etc.).
7. Programs, services, resources and public information in one official language shall have a parallel counterpart in the other official language, taking into account the targeted audience or area.
8. Partnerships with other designated bilingual RHAs and community groups/organizations shall be encouraged to allow for collaboration on the implementation of French language services inter-regionally.
9. The RHA shall be innovative in creating an environment that is favourable to the recruitment of new bilingual employees.
10. As a general rule, designated bilingual positions shall be located in designated bilingual areas, pursuant to the French Language Services Policy of the Government of Manitoba.

IMPLEMENTATION

- a) The French Language Services Plan shall be incorporated into South Eastman Health/Santé Sud-Est Inc.'s Health Plan.
- b) The RHA shall have a Regional French Language Services Committee, which will include management representatives of the region's various programs and facilities, the Vice President responsible for French language services, as well as the French Language Services Coordinator. Its mandate shall be:
 - ♦ To provide recommendations to the RHA's Executive Management Committee as to measures required for the adequate implementation of the plan;
 - ♦ To liaise with the *Conseil communauté en santé*, the *Table de concertation régionale Sud-Est* and the French Language Services Secretariat;
 - ♦ To ensure policies are in place to support the implementation of the French Language Services Plan in activities related to communications in both official languages, the designation of bilingual positions and the recruitment to designated bilingual positions;
 - ♦ To develop an annual action plan, review and monitor the progress of the implementation of this plan;
 - ♦ To foster and monitor the commitment of employees for the implementation of the plan;
 - ♦ To review any concerns or comments received by managers from the public or employees pertaining to French language services;
 - ♦ To ensure the monitoring of ongoing availability of health services for the French-speaking population;
 - ♦ To submit a report with the annual Health Plan reflecting accomplishments of the annual action plan and staffing of designated bilingual positions.
- c) The RHA shall review and update the French Language Services Plan on an annual basis in partnership with the *Table de concertation régionale Sud-Est* and the French Language Services Secretariat.

STRATEGIES – FIVE STRATEGIC THEMES

(Based on the South Eastman Health/Santé Sud-Est Inc. Strategic Plan 2006-2011)

In the context of French Language Services, the RHA aims to offer the right service, at the right time, in the right language based on the principles of the Active Offer concept: evident, readily available, easily accessible, comparable quality. The strategies and actions in this section are primarily, but not exclusively, targeted to the French-speaking population of the South Eastman region.

Strategic Themes <i>Interpretation</i>	Strategies	Actions
Quality basic services South Eastman Health/Santé Sud-Est Inc. is committed to improving accessibility to basic/primary services in all of its four districts, and subsequently ensuring they are provided in the best possible way. Select secondary services are also provided to our residents.	Create and implement an integrative approach to the offer and delivery of French language services that promotes a culture where employees and clients feel comfortable communicating in the official language of their choice and are proud to do so.	<ul style="list-style-type: none"> • Providing French language training opportunities to RHA employees • Identifying the bilingual workforce within the RHA and encouraging bilingual employees to apply for designated bilingual positions • Implementing an education campaign on French language services and the Active Offer concept (service delivery) • Implementing an education campaign focusing on “what it means” to be employed by a bilingual RHA (culture/ambiance) • Making information available to the public in parallel in bilingual format
	Provide a full range of basic and primary services, and select secondary services regionally.	<ul style="list-style-type: none"> • Supporting the <i>Table de concertation régionale Sud-Est</i> with the implementation of its French-language Primary Care Initiative, funded through the Primary Health Care Transition Fund • Assessing the need to designate as bilingual any newly created positions in regional programs • Promoting the availability of these services to the French-speaking population

Strategic Themes <i>Interpretation</i>	Strategies	Actions
<p>Services closer to home</p> <p>Making services accessible to residents of South Eastman, in their own region, greatly enhances residents having equal opportunities to realize their full potential for health.</p> <p>The RHA is committed to improving services provided in the region and making its residents aware of these.</p>	<p>Use a comprehensive, coordinated and seamless approach to providing the most appropriate service, by the most appropriate providers, in the most appropriate settings, in a timely fashion, in the client's official language of choice.</p>	<ul style="list-style-type: none"> ▪ Sustaining and enhancing service delivery points ▪ Increasing awareness of health care services available to residents of various communities ▪ Developing and implementing a public education campaign ▪ Collaborating on a provincial initiative for the establishment of <i>Télésanté</i> sites in identified Francophone communities

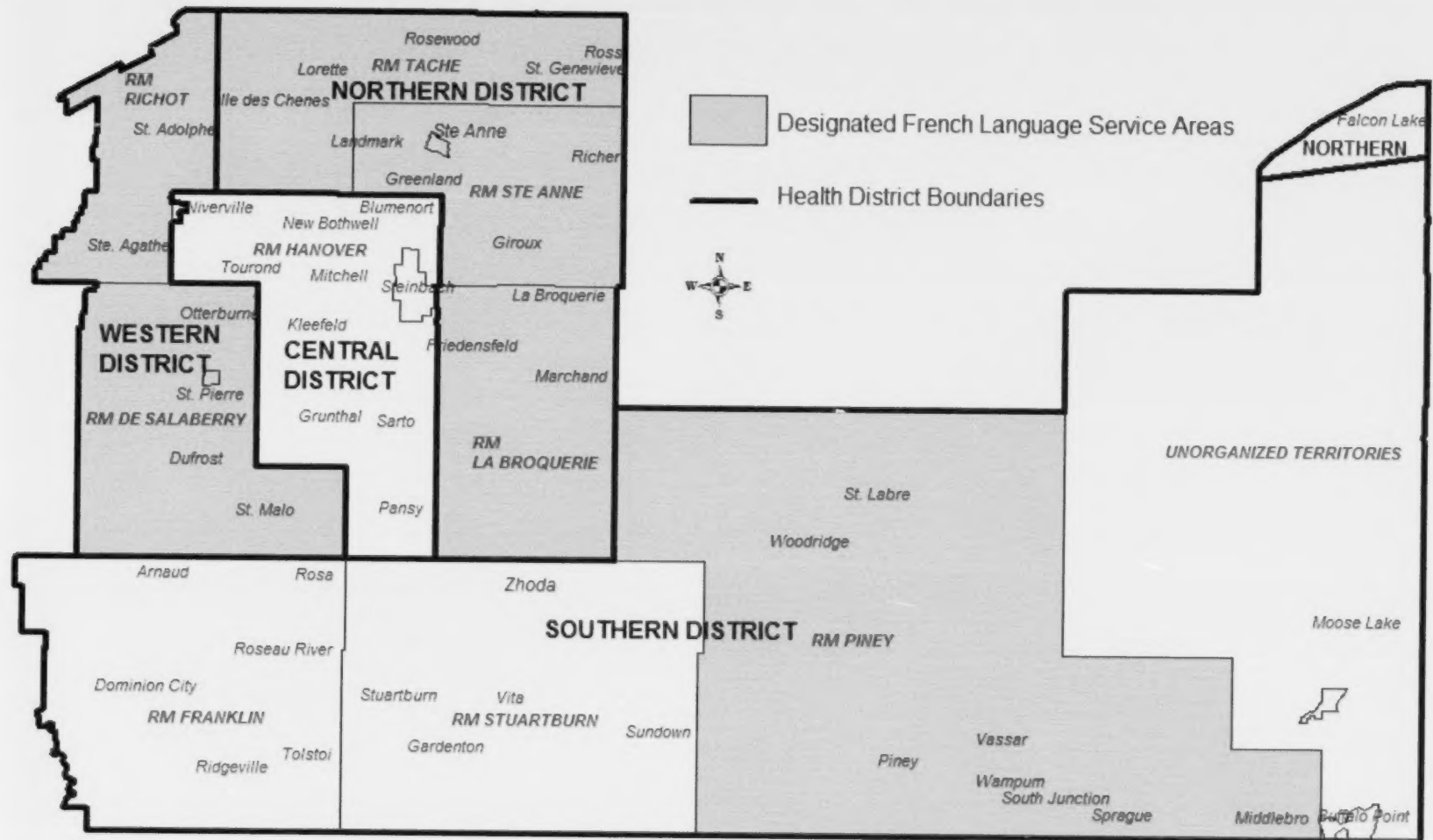
Strategic Themes <i>Interpretation</i>	Strategies	Actions
<p>Health, not just health care</p> <p>Acknowledging that the majority of factors influencing the health of the population fall outside the domain of the health system is fundamental to planning healthy futures for South Eastman residents and communities.</p> <p>To contribute to the overall health of its residents, the RHA carries out research and community consultation in order to better understand the determinants of health, and respond to changes in the needs of its population.</p>	<p>Nurture existing and create new collaborative partnerships and relationships with organizations and stakeholders to promote community health.</p>	<ul style="list-style-type: none"> • Pursuing the Early Years research projects in partnership with schools • Nurturing partnerships with, but not limited to, the following organizations: <i>Conseil communauté en santé (CCS)</i>, <i>Table de concertation</i>, <i>Consortium national de formation en santé (CNFS)</i>, <i>Division scolaire franco-manitobaine (DSFM)</i>, Manitoba Health, <i>Réseau communautaire Société franco-manitobaine (SFM)</i>, school divisions, <i>Fédération provinciale des comités de parents (FPCP)</i>, <i>Centres de ressources éducatives à l'enfance (CREE)</i>, Health Canada, grassroots community health councils and groups, <i>Coin santé</i>, <i>Pluri-elles</i>, <i>Centre Miriam</i>, <i>Fédération des aînés franco-manitobains (FAFM)</i>, Francophone early years coalition, etc. • Partnering with rural municipalities
	<p>Build on information from community consultations to encourage and support healthy living for individuals and communities.</p>	<ul style="list-style-type: none"> • Supporting the Healthy Communities and Healthy Schools projects • Liaising with Francophone Women's Councils and District Health Advisory Councils • Promoting community awareness of, and access to, existing materials detailing the results of the RHA's Community Health Assessment, including print documents and the RHA web site • Making health promotion/illness prevention and education core components of all regional programs and services • Partnering with the <i>Table de concertation régionale Sud-Est</i> to implement new bilingual resource centre(s), and continuing to advocate for funding for the sustainability of such centre(s) • Making information available on the RHA website • Ensuring public access to bilingual information and publications via the <i>Coin Santé</i>, <i>Accès Santé/Access Health</i>, clinics, health care facilities, rural municipalities, libraries, etc.

Strategic Themes <i>Interpretation</i>	Strategies	Actions
Vulnerable population groups Ensuring the best health possible for the people of South Eastman is the essence of the RHA's mission.	Ensure that at risk groups are aware of and have access to programs and services in the official language of their choice.	<ul style="list-style-type: none"> ▪ Paying greater attention to the early years and senior years, when populations are most vulnerable, to enhance quality of life ▪ Collaborating on early child development initiatives and partnerships ▪ Addressing the needs of our growing seniors population ▪ Promoting the availability of services, resources, etc. with clients and the public (e.g.: support groups, services to seniors, etc.)
	Assist seniors and individuals with special needs to live in the community as long as possible, in safe environments and with a quality of life.	<ul style="list-style-type: none"> ▪ Creating new and maintaining existing partnerships to build community capacity (includes exploring other housing options) ▪ Providing access to end-of-life care services through the Palliative Care program (includes volunteers) ▪ Offering training to recruit volunteers to offer palliative care services in French

Strategic Themes <i>Interpretation</i>	Strategies	Actions
<p>Service priorities (access and mental health)</p> <p>The best health possible for the people of South Eastman is the essence of the RHA's mission.</p> <p>The RHA is committed to ensuring residents have access to health care as well as mental health services.</p>	Promote access to services in the client's official language of choice.	<ul style="list-style-type: none"> • Designating newly created positions as bilingual based on identified needs • Recruiting and retaining bilingual employees
	Increase access to quality mental health services in French.	<ul style="list-style-type: none"> • Increasing community knowledge and understanding to reduce stigma associated with mental health issues • Providing on-going awareness/education opportunities for clients, families and employees to promote mental health and prevent mental illness • Enhancing support services (including but not limited to proctor services) for residents with mental health concerns • Strengthening liaisons and collaborative relationships with stakeholders (e.g.: self-help organizations, Family Services & Housing, etc.) to enhance services for mental health clients • Advocating for a Crisis Stabilization Unit and Psychology Services consistent with the RHA's Health Plan, where bilingual services would be available

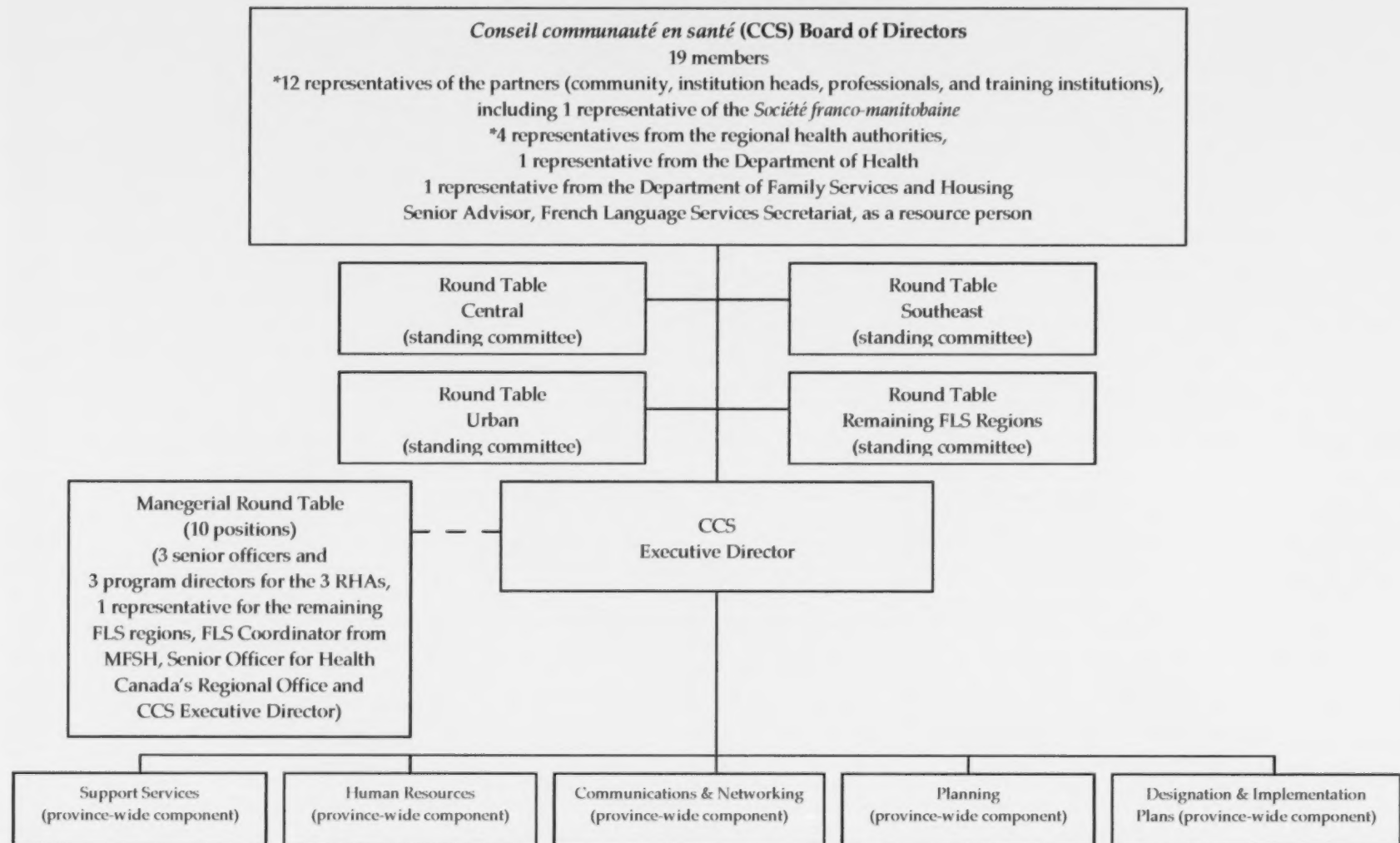
APPENDIX A

MAP OF SOUTH EASTMAN REGION



APPENDIX B

PROVINCIAL INFRASTRUCTURE



APPENDIX C

COMMUNICATION PLAN

In the RHA's Corporate Office, in designated bilingual facilities and with respect to regional programs with designated bilingual positions, the following initiatives will be implemented.

Active Offer

1. All correspondence and communication with individuals or groups shall be in the official language preferred by the recipient.
2. All signs and public notices shall be in both official languages.
3. Clients shall be greeted in both official languages and the visual environment shall reflect the bilingual nature of designated bilingual facilities. The official government FRENCH LANGUAGE SERVICES sign shall be displayed prominently and bilingual staff shall wear identification to inform the public they are bilingual (e.g.: *Bonjour* pin, photo ID or other).

Publications

4. Bilingual reading materials shall be available in health corners, libraries, waiting rooms and other areas as appropriate.
5. All information materials produced by the RHA (written, audio-visual or electronic) intended for the general public shall be in a bilingual format. The bilingual format could take one of the following forms:
 - a) parallel, dual-column format; or
 - b) back-to-front, i.e., with English on one side of the page and French on the other; or
 - c) head-to-tail, i.e., with each version upside down in relation to the other.
6. Where the English text totals more than 10 pages and cost and distribution considerations are a factor, there can be separate English and French versions. In such a case, both versions are published simultaneously and a visible note is included on the front of the document indicating the document is available in the other official language.
7. The RHA's Web site shall provide information and facilitate interactions with the public in both official languages.

Public Relations

8. Public information campaigns in one official language shall have an appropriate counterpart in the other official language, taking into account the targeted audience or area.
9. When public consultations on projects or issues of interest to the general public are held, a proportion of the consultations shall be held in French, preferably in an area with a concentration of French-speaking residents, pursuant to the Province of Manitoba language policy.
10. French-language media shall be used to advertise vacant staff positions where French is a requirement.
11. Requests for information from the French media shall be processed in accordance with the RHA's policy regarding communication with the media (Policy No. AD-45).
12. When oral presentations are delivered to the general public, every effort shall be made to prepare and give the oral presentation, or portions thereof, in both official languages, unless circumstances warrant otherwise.

Internal Policies

13. The RHA shall ensure policies are in place to support the implementation of the French language services Plan in activities related to communications and translations.
14. For safety and security reasons, any client/patient/resident documentation shall be in English.
15. If and when appropriate, RHA employees can choose to communicate in French. However, as a general rule, internal written communication to employees shall be in the English language.